Attachment 3

Past Performance Survey

DTFAEN-12-R-00048

Janitorial services for the San Juan CERAP Facility, Carolina, Puerto Rico

PAST PERFORMANCE SURVEY

DTFAEN-11-R-00048

Janitorial Services for the San Juan CERAP Facility

Carolina, Puerto Rico

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To: _____   (Point of Contact)
_____   (Company)
_____   (Phone)
_____   (Fax)

The Federal Aviation Administration is currently evaluating _____ and you were listed as a performance reference. It would be greatly appreciated if you would take 5 or 10 minutes to complete the following information and return to me via fax by **May 17, 2012** at: **Fax 404-305-5774**

If you have any questions or comments, feel free to contact me. Thank you in advance for your assistance.

James E Love
Federal Aviation Administration
Eastern Logistics Service Area
Acquisitions Branch,
Atlanta, GA
Tel-404-305-5426

Please identify the project(s) that this company has performed for your organization, description, city, state, and approximate dollar value:

_____

_____

_____

_____

Respond to the following on a scale of 1 to 5, with 3 being Acceptable, and 5 being Outstanding.

1. Did the contractor commit adequate resources in timely fashion to the contract to meet the requirements and to successfully solve problems?   1☐ 2☐ 3☐ 4☐ 5☐

2. To what extent did the contractor respond positively and promptly to technical direction, contract change orders, etc.?   1☐ 2☐ 3☐ 4☐ 5☐

3. How reliably did the contractor follow through on commitments?   1☐ 2☐ 3☐ 4☐ 5☐

4.   To what extent did the contractor's management system provide visibility into problems and risks?   1☐ 2☐ 3☐ 4☐ 5☐

5.   How responsive do you think the contractor was to information requests, issues, or problems during the course of the contract?   1☐ 2☐ 3☐ 4☐ 5☐

6.   How effective has the contractor been in identifying user requirements?   1☐ 2☐ 3☐ 4☐ 5☐

7.   To what extent did the contractor have the ability to administer and manage the contract?   1☐ 2☐ 3☐ 4☐ 5☐

8.   To what extent did the contractor issue professional correspondence?   1☐ 2☐ 3☐ 4☐ 5☐

9.   How well did the contractor adhere to the Statement of Work?   1☐ 2☐ 3☐ 4☐ 5☐

10.   What was your level of satisfaction with the contractor's management and support staff?   1☐ 2☐ 3☐ 4☐ 5☐

11.   What was your level of satisfaction with the contractor's Supervisor(s)?   1☐ 2☐ 3☐ 4☐ 5☐

12.   To what extent did the contractor submit required reports and documentation in a timely manner?   1☐ 2☐ 3☐ 4☐ 5☐

13.   To what extent were the contractor's reports and documentation accurate and complete?   1☐ 2☐ 3☐ 4☐ 5☐

14.   To what extent was the contractor's maintenance and problem tracking/reporting documentation timely, accurate and of appropriate content?   1☐ 2☐ 3☐ 4☐ 5☐

15.   To what extent did the contractor comply with safety requirements?   1☐ 2☐ 3☐ 4☐ 5☐

16.   What was your level of satisfaction with the contractor's overall quality of service?   1☐ 2☐ 3☐ 4☐ 5☐

17. To what extent was the contractor effective in interfacing with the Government staff?

    1☐ 2☐ 3☐ 4☐ 5☐

18. What was your level of overall customer satisfaction?   1☐ 2☐ 3☐ 4☐ 5☐

19. To what extent were the contractor's employees experienced and qualified?

    1☐ 2☐ 3☐ 4☐ 5☐

Respond: Yes or No.

20. Were there any cure notices issued?   Yes: _____ No: _____

21. Was contractor pro-active?   Yes: _____ No: _____

22. Did contractor suggest cost-saving changes?   Yes: _____ No: _____

23. Would you recommend this contractor?   Yes: _____ No: _____

For Federal contracts:

24. Were there any Labor Department Investigations?   Yes: _____ No: _____

24a. If yes, please describe reason and final outcome.

_____

25. Were there any safety investigations?   Yes: _____ No: _____

25a. If yes, please describe reason and final outcome.

_____

26. Were there any security investigations?   Yes: _____ No: _____

26a. If yes, please describe reason and final outcome.

_____

27. Was there a partial or complete termination for default or convenience? Yes: ____ No: ____

27a. If yes, please describe reason and final outcome.

_____

28. Are there any pending terminations?   Yes: ____ No: ____

29. What is/was the duration of the contract?   _____

30. Were there any performance issues regarding the contractor's work?   If yes, please describe.

_____

_____

_____

_____

Please provide other comments:

_____

_____

_____

_____

_____

Signature: _____

Date: _____